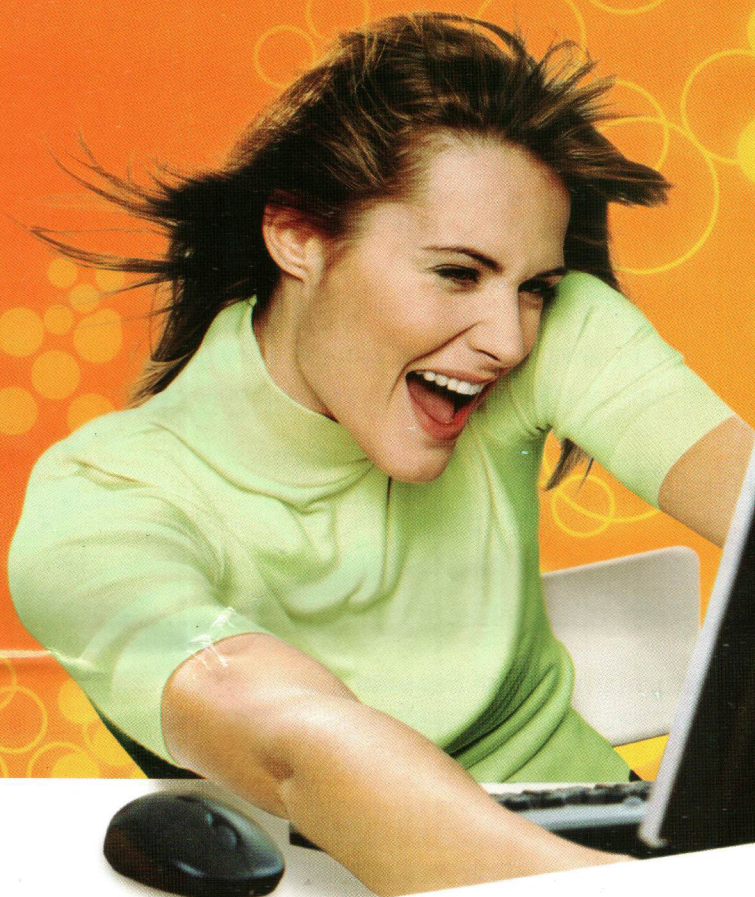




AT&T High Speed Internet Service Feature Guide

Welcome to AT&T High Speed Internet Service!

Speed. Security. Reliability. AT&T is proud to bring you a great online experience, and we thank you for joining our online community.

With AT&T High Speed Internet service, you now have fast access to a world of information and entertainment, backed by superior customer service and support.

Use this guide to familiarize yourself with the many great features now available to you—and to make the most of your online experience.

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Getting Started

Getting online with AT&T High Speed Internet service is easy. Just follow the enclosed installation instructions and you'll be up and running in no time!

Internet Basics

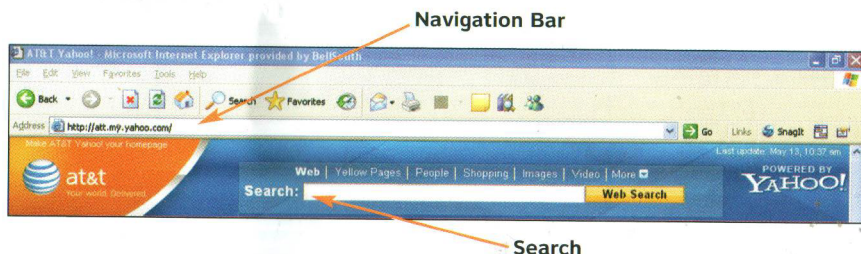
Connecting to the Internet



To get online, just double-click the AT&T High Speed Internet icon or the Internet Explorer browser icon on your desktop.

Surfing

To reach a specific Web site, type the Web address in the navigation bar (example, www.att.net).



Searching

To search for content, just enter a topic or keyword in the Search field at the top of the home page and click the **"Web Search"** button. You can search for Web sites, images, people, products, and more.

Customizing Your Service

Personalizing Your Home Page

With AT&T High Speed Internet service, you can fill your home page with content powered by Yahoo!, from news, weather, and sports to your favorite music and entertainment.

Everything is organized for your convenience, so you'll also have easy access to your e-mail, security tools, and technical support. You can even view your home page in Spanish by clicking **"En Español"** at the top of the home page.

Managing Your Account at the Member Center

The Member Center is *the* place to go to learn about your AT&T High Speed Internet service and manage your account. Change your password, create e-mail sub-accounts, view your plan and charges, update your settings, and more. Just click the **"Member Center"** link at the top of the home page.

**Your AT&T High Speed Internet home page is located at
http://www.att.net.**

Be sure to select "make this my home page" at the top right of the home page the first time you visit to ensure easy access to all of your important AT&T High Speed Internet features.

Search

Your home page is your portal to the rest of the Internet.

E-mail

Access your e-mail online from any computer.

Member Center

Manage your account, get help, and learn about features.

En Español

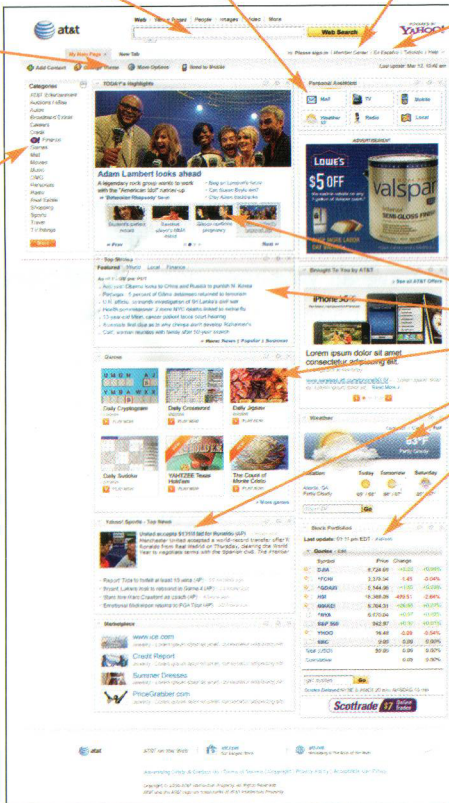
Click here to see your home page in Spanish.

Customize

Make your home page look like home.

Quick Links

Access popular online tools and features with one-click convenience.



The Content You Want

Get the latest news, weather, games, music, and more.

Please note: If you upgrade from AT&T Dial Internet service or if you choose Spanish as your language preference during registration, your portal experience and home page URL may be different.

Tools and Features

Communication

E-mail

AT&T High Speed Internet service offers two ways to access your e-mail—through AT&T Mail or an e-mail client such as Microsoft® Outlook® Express.

AT&T Mail

With AT&T Mail, you can access your e-mail account online anytime from any computer. This Web-based application lets you read and compose your e-mail in an Internet browser window, and all your e-mail is stored online rather than on your computer, which means it won't tie up hard drive space and it's accessible at home and on the go. You'll also have easy access to other tools like Contacts and Calendar to help keep you on track. Plus, you can set up AT&T Mail to access messages from mail accounts you have with other services so you can have all your messages in one place.* To access AT&T Mail, just go to your home page at **att.net** and click the “Mail” button.

Other E-mail Clients

At home, you can also use an e-mail client, such as Outlook Express, etc. These convenient applications download your mail to your computer's hard drive, where you can access, read, and compose your e-mail. Easy instructions are available in the E-mail section at **support.att.com**.

Additional E-mail Accounts

Your AT&T High Speed Internet service includes multiple e-mail accounts with virtually unlimited storage space, so everyone in your family can have one. To set up additional accounts, create an alias, or just learn more about your new e-mail service, click the “**Member Center**” link at the top of your home page.

Instant Messaging

Chat with friends and family in real time with AT&T Yahoo! Messenger, even if they use MSN or other IM services.† Download AT&T Yahoo! Messenger free from the Product and Services section in the **Member Center**, or go to the **AT&T Software Center**—found under the Help menu on the home page.

*AT&T Mail can be configured to access messages from POP3 mail accounts.

†System requirements apply.

Security

No matter how you use the Internet, it's important to protect yourself, your family, and your computer when you're online. That's why AT&T High Speed Internet service offers many tools and features to help keep you safe and guard against online threats and nuisances, so you can make the most of your Internet experience.

AT&T Internet Security Suite

Our software suite helps protect your computer from malicious activity and includes:

Anti-Spyware | Seeks out and removes programs that gather personal information and slow down your computer.

Anti-Virus | Cleans and protects your computer against viruses, worms, and Trojan horses.

Firewall | Shields your computer from unauthorized access.

E-mail Protection

AT&T High Speed Internet service also comes with strong, integrated protection for your e-mail account with:

SpamGuard | Automatically protects your inbox from spam and grows stronger as it learns from you over time.

AddressGuard | Protects the privacy of your e-mail address from spammers and strangers. Create up to 500 disposable addresses to use when you want to hide your true e-mail address.

E-mail Anti-Virus | Safeguards your computer from e-mails containing harmful viruses.

Parental Controls

Keep your family safe online with parental controls designed to help promote safe surfing. Control access to Web sites, e-mail, chat rooms, message boards, games, and more.

Learn more about all these security features at **att.software.yahoo.com**.

Extras

AT&T High Speed Internet service comes with some great extra features that can optimize your online experience, whether you're at home or on the go. Step up to the next level of Web access.

Stay Connected

AT&T Wi-Fi Access

Connect at home or on the go — AT&T Wi-Fi Basic is included with your Internet service. With AT&T you have access to the nation's largest Wi-Fi network[†]. It's easy to stay connected at thousands of hotspots across the country. Just configure and connect your Wi-Fi enabled laptop or mobile device to the "attwifi" network, use your AT&T High Speed Internet main account user name and password to log-in at an AT&T Wi-Fi Hot Spot, check the box to accept the Terms of Service and Acceptable Use Policy, and click **Connect**. To locate thousands of hotspots nationwide or learn more visit **attwifi.com**.

Backup Dial-Up Access

AT&T High Speed Internet service also includes FREE backup dial Internet access[§] for use when you're traveling or in the event that your high-speed connection is temporarily interrupted. You can download the Dial Connection Manager from **att.software.yahoo.com**. More information is available under the "Connection" topic at **support.att.com**.

Optimize Your AT&T High Speed Internet Service

Wireless Home Networking

Surf with a wireless connection from virtually anywhere in your home. With wireless home networking, multiple users in the same household can share the same high-speed connection at the same time, so your whole family can be online. All you need is a wireless router, available online at **store.att.com** or at many electronics and computer stores. Setup is easy, and customer support is just a phone call away. To learn more, go to **att.com/gen/general?pid=7308**.

[†]Based on non-municipal company owned and operated hotspots. An 802.11 b/g enabled device required.

[§]Charges for additional hours, telephone access (including local, long distance, or 800/888 facility charges), and other charges and taxes may apply.

Need More Speed?

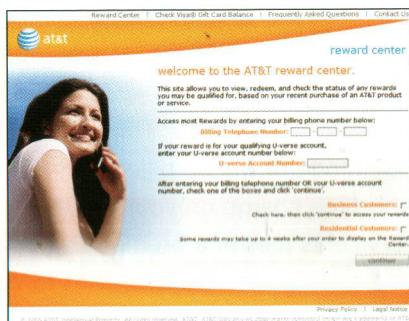
AT&T High Speed Internet service offers a variety of plans with different speeds, so you can always upgrade to a higher speed at any time for an even better value. For information on available plans and pricing, go to att.com/upgrade.

Rewards and Billing

AT&T Reward Center

To find out if you qualify for any rewards or rebates, and for information on how to redeem rewards, check the AT&T Rewards Center at att.com/rewardcenter. (Note: Some rewards may take up to four weeks from order date to display on the site.)

Important: Reward submissions must be received by the specified due date for your promotion. Please refer to the terms and conditions of your reward for details.



AT&T Rewards for Referrals

Share your AT&T High Speed Internet experience and reap the rewards! Just refer a friend to AT&T High Speed Internet service — or any other AT&T service. They get the same great AT&T service you love, and you can get rewards for each AT&T service they sign up for — up to \$599 annually! It's our way of saying thanks for recommending AT&T services to people you know.

Go to att.com/rewards to sign up, make referrals, or redeem your rewards.

Your Bill — What to Expect

Monthly Billing

Monthly billing for your AT&T High Speed Internet service will begin once provisioning is complete. The monthly fee is billed one month in advance, as opposed to usage and other charges that are billed after they're incurred.

Your First Bill

Here's a list of some of the items you may see on your first bill:

DSL Equipment Charge (if applicable) | Charges for equipment (such as a DSL modem) will be billed either in 10 interest-free installments or as a one-time charge on your bill. (If you purchased AT&T High Speed Internet service as part of a promotion, you may qualify for an equipment rebate and a rebate form will be sent to you separately.)

Monthly Service Charge | Your monthly service charge is billed one month in advance. Your first bill may contain prorated charges for the partial month when your service was established, plus the standard monthly fee for the upcoming month.

Dial Internet Service Prorated Credit | If you're upgrading your service from AT&T Dial Internet service to AT&T High Speed Internet service, you may see a credit for the portion of the month during which you did not use your dial-up service because you upgraded to AT&T High Speed Internet service. This will appear on your first bill only.

Usage and Other Charges | You may also see usage or other charges for things like 800/888 access, additional dial-up access, etc.

For more information on billing, a sample bill, and an online tour, visit **att.com**. Click **"Support,"** then **"Billing and Account."**

Help and Support

AT&T High Speed Internet service offers several ways to get the assistance you need:

Online Support

Online Support offers quick and easy answers to common questions about e-mail, getting online, billing, and more. You can link to topics, request an answer by e-mail, or even chat live with an AT&T eAgent.

Visit Online Support at support.att.com.

The screenshot shows the AT&T Online Support website. At the top, there are links for Residential, Small Business, Enterprise, Wireless, Español, and Other Languages. Below this is a navigation bar with links for Home, About Us, Find a Store, Contact Us, and a Search box. The main navigation bar includes tabs for EXPLORE, SHOP, SUPPORT, and MY ACCOUNT. Under the SUPPORT tab, there are links for Wireless, Internet, Advanced TV, Home Phone, AT&T U-verse, Billing & Account, and Forums. The main content area is titled "Support" and features several categories of help:

- Wireless Support:** Help me with: Phone/device, Billing & payments, Account, Combine bills, Other topics. More support.
- Internet Support:** Help me with: Can't send/receive email, Connection trouble, Forgot password, Connect away from home, Setup wireless network. More support.
- AT&T U-verseSM Support:** Help me with: TV issues, Remote is not working, Setup wireless network, Setup voicemail, Can't send/receive email. More support.
- Advanced TV Support:** Help me with: AT&T U-verse, AT&T | DIRECTV, AT&T | HomezoneSM, AT&T | DISH Network. More support.
- Home Phone Support:** Help me with: Repair service, Calling features, Phones/accessories, Home Phone FAQs, Calling/directory tools. More support.
- Billing & Account:** Paying your home phone bill, Forgot User ID/password, Rebate Reward Center, Understanding your bill, Billing FAQs. More support.
- Additional Services:** Travel with AT&T, AT&T PrePaid Phone Cards, Calling and directory tools, Consumer & safety tips, Emergency Preparedness, Military services, Accessibility support.
- Additional Support:** Add/change services, Check order status, Move service, Request repair. Customer Forums, Contact AT&T.

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AT&T Self Support Tool

Your AT&T High Speed Internet includes a free desktop tool that automatically manages your connectivity and can help resolve issues for you. The tool is included on your Backup CD and is also available at **support.att.com/sst**.



To launch the Self Support Tool, select either the Self Support Tool icon on your desktop or the "white van" icon in your system tray at the bottom right-hand corner of your screen.

Live Technical Support

The AT&T High Speed Internet Help Desk is open 24 hours a day, 7 days a week. Just go to **support.att.com** to chat with an AT&T eAgent online or call us at **1.877.722.3755**.

AT&T ConnectTech®

For help with setting up a home network or for in-home computer support or repair, AT&T ConnectTech can help. Call **1.866.445.7334** or go to **att.com/connecttech**. (Additional fees apply.)

Other Helpful Info

Use these links to enhance your Internet experience with AT&T:

att.com/upgrade | Upgrade your speed or add features.

att.com | Order AT&T products and services, check the status of an order, and pay your bill online.

att.com/rewardcenter | Print reward forms and check the status of a recent reward submission.

support.att.com | Get quick and easy answers to common questions about your AT&T High Speed Internet service.

Member Info

AT&T High Speed Internet Member ID/E-mail Address:

Password:

(Note: Record your password and keep it separate and secure for your own safety.)

**AT&T High Speed Internet Sub-Account Member ID/
E-mail Addresses:**

Modem/Gateway Serial Number:

Modem/Gateway Password:



Other Great Services from AT&T

Check out these and other exciting and convenient services at **att.com**.

Wireless from AT&T

Take advantage of the largest digital wireless voice and data network in America with unlimited mobile-to-mobile calling to more than 63 million people. Only AT&T has Rollover Minutes[®] that you can keep from month to month, plus the most advanced, innovative, and exclusive phones.

AT&T U-verseSM

Our leading-edge fiber optic network lets you enjoy HDTV, super-fast high-speed Internet, and digital voice service in one convenient package!

AT&T | DIRECTV

With over 130 HD channels, DIRECTV is the only place to experience the best that TV has to offer. Switch now for access to your favorite movies, sports, shows and events all in HD.

AT&T Universal Savings Card

It's the only credit card that gives you up to 10% savings on AT&T products and services for the first 12 months. Call **1.877.75 APPLY (27759)**.

AT&T paperless billing

Go Paperless! Simplify your life, save postage, and help the environment by viewing and paying your AT&T bills online. It's easy, secure, and free! Go to **att.com/gopaperless**.

Moving?

Don't forget your AT&T services! Just call **1.800.MOVE ATT (668-3288)** or go to **att.com/move** and we'll help you transfer your AT&T services to your new home.

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